

DSL Remote Access for Telecommuters

Product Summary

DSL Remote Access for Telecommuters is a product designed for state employees who work from home on a routine basis. The DSL product offers a faster data connection than ISDN or Dial-Up remote access services, and provides business voice features on the same line.

The DSL product is also designed to provide security for the business environment. State telecommuters using DSL are connected directly to the State Network behind the state firewall—providing a secure data connection not available using commercial connections.

The DSL product, as a telecommuting business environment, provides many more services than DSL available from local commercial providers.

Features Included with this Product

DSL Features	
Feature	Description
Always-on digital, high-speed connection to the State Network	<ul style="list-style-type: none"> Data connection speeds: up to 856kbps for uploads and up to 1.5Mbps for downloads, depending on service availability to your location. Direct connection to the State Network provides high performance, or response time.
Single dedicated DSL line	<ul style="list-style-type: none"> Simultaneous data and voice communications. Your personal phone line is kept available for personal use.
Secure, business class telecommuting environment	<ul style="list-style-type: none"> MegaCentral host pipe behind the state firewall. At no time does State data traffic traverse the public Internet. Intrusion detection. Virus scrubbing. VPN is not required.
Direct connection to employee's work environment	<ul style="list-style-type: none"> On powering up, the employee is presented with their familiar agency LAN login.
Internet access	<ul style="list-style-type: none"> Internet content filtering for State business environment.
Long distance charges	<ul style="list-style-type: none"> Data connections do not accrue long distance charges. Voice calls will incur long distance charges as with your personal line.
Business voice features	<ul style="list-style-type: none"> The agency or division name can be specified to display on call recipients' caller IDs. Choice of three business voice features: <ul style="list-style-type: none"> Call forwarding Three-way calling Custom ring (useful for FAX machines) Caller ID Call transfer Call waiting
DSL modem	<ul style="list-style-type: none"> DTS replacement support.

Optional Service Description	
Wireless access to the DSL modem	<ul style="list-style-type: none"> ▪ Enables a telecommuter to roam his or her home working environment without a wired connection to the DSL modem, and, maintaining connection to the State Network. ▪ Secure network access in compliance with 802.1x port-based network access control. ▪ Access is controlled via authentication to the Utah Master Directory (UMD) and requires an EAP Supplicant Client from Funk Software. ▪ Requires telecommuter to have 802.1x compatible wireless adapter (card) or built-in capability. ▪ Requires telecommuter to have Funk Software Odyssey Client software installed and configured on their laptop. ▪ Does not require add-on Wireless Access Point purchase or installation. ▪ Please read the document “Wireless Access for DSL” found in the Before Ordering section of the product Web page to ensure smooth implementation of this optional feature.
Four-port hub	<ul style="list-style-type: none"> ▪ Allows more than one device to be connected to the DSL line. ▪ Useful for the telecommuter whose job requires the simultaneous use of more than one PC.

Product Benefits

DSL Remote Access Benefits
Business grade telecommuter environment.
Secure high-performance connection directly to the State Network.
Security benefits of firewall protection, virus scrubbing and intrusion prevention.
State business data traffic does not travel over the public Internet—the top security vulnerability.
Dedicated telecommuter line that supports simultaneous data and voice communications.
Reliable voice communications with the telecommuter—by supervisor, co-workers and customers.
Employee is connected directly to their agency’s LAN. Login procedures are familiar.
Content filtered Internet access.
Business voice services for telecommuters—select three from a list.
Optional wireless access to the DSL modem enables a telecommuter to roam his or her home business environment—without a wired connection to the DSL modem. <ul style="list-style-type: none"> ▪ No add-on Wireless Access Point needs to be purchased or installed. ▪ The secure wireless access method is consistent with the State 802.1x Wireless Network. ▪ When configured for Wireless with DSL, the telecommuter can also log onto the State 802.11 Wireless Network at any other State location with wireless access.
Ease of ordering: The customer orders from DTS. DTS coordinates with both Qwest and customer to deliver the product.
Product billing is included on the agency’s DTS bill.
DTS Help Desk provides collaborated support from DTS and Qwest.

Services Not Included with this Product

Services Not Included	
Service	Explanation
DSL service availability	<ul style="list-style-type: none"> DSL service is not available in all Utah geographic areas. DTS and Qwest will qualify DSL availability at your location when an order is placed. If the service is not available, the DSL order will be cancelled.
VPN	<ul style="list-style-type: none"> VPN is not necessary for your DSL connection. DSL provides a high level of security as designed.

Related DTS Products

Related DTS Products	
Product	Description
Toll-Free 1-800	<ul style="list-style-type: none"> The DTS Toll-Free 1-800 product allows for toll free incoming calls to the customer. This product can be ordered separately, and be applied to the DSL line. Charges for this additional product, related to the DSL line, will be billed to the agency

DTS Responsibilities

DTS Responsibilities
DTS will deliver the product described in this product description.
DTS will work with Qwest and the customer during the installation process.
DTS will bill the customer the rate once the product is operating successfully.
To ensure the security of state information technology resources, DTS may block telecommuters' access to the State WAN (Wide Area Network) when trouble-shooting security issues.
For optional Wireless Access to the DSL Modem, DTS is responsible for providing Odyssey Client configuration instructions for use on the State Network.

Customer Responsibilities

Customer Responsibilities
The customer is responsible for adhering to their agency's policies and procedures in submitting orders that have been properly approved.
The customer's agency LAN Administrator is responsible for setting up each telecommuter's PC or laptop with software required to access the agency LAN and other business software required by the Telecommuter.
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DSL telecommuters are responsible for complying with the State Acceptable Use Policy and the State Information Security Policy.

Wireless implementation without using the secure option provided by DTS should not be permitted as it is insecure and puts State IT resources at risk.

For optional Wireless Access to the DSL Modem, the telecommuter is responsible for ensuring their laptop is 802.11 capable by having an 802.1x compliant wireless adapter or built-in capability—and loaded with up-to-date adapter driver and firmware.

For optional Wireless Access to the DSL Modem, the telecommuter is responsible for installing and properly configuring the Odyssey Client on their laptop.

Customer Support

DTS Customer Support	
Problem resolution is managed through industry best practices using a tiered support process.	
Problem priority is based on importance of system affected, severity of system degradation, and number of affected users.	
Problems can be submitted 24 x 7 via phone or Web. Report a problem: (801) 538-3440; (800) 678-3440; http://its.utah.gov/reportaproblem/reportaproblem.htm .	
Web submissions are monitored during normal business hours (M-F 7:30 a.m. to 5:30 p.m.).	
Response to submitted problems is two business hours for low and medium priorities, one clock hour for high priorities, and, thirty clock minutes for urgent priorities.	
Response to problem submissions not resolved by the DTS Help Desk is within two business hours for low and medium priorities, one clock hour for high priorities, and, thirty clock minutes for urgent priorities.	
Target problem resolution is two business days for low and medium priorities, eight business hours for high priorities, and two business hours for urgent priorities.	
Resolution and escalation performance are measured regularly.	
Customer satisfaction is measured regularly.	
Outage reports are provided to communicate lessons learned and to explain future preventative measures.	
DTS replacement support for the modem.	

System Requirements

System Requirements	
Computer options:	<ul style="list-style-type: none"> IBM Compatible 486DX2/66 and higher – Windows OS.
Ethernet card/connector:	<ul style="list-style-type: none"> Required.
Optional Component	
Wireless Access to the DSL Modem:	<p>Three components are required:</p> <ol style="list-style-type: none"> 802.1x compliant wireless adapter (PCMCIA card) or built in 802.11 wireless capability. Funk Software Odyssey Client installed and configured for the State Network. This software can be purchased from DTS. The order form is on the DSL for Telecommuters product web page. Authorization as a State Wireless Network user. This is done for customers by DTS when this product option is ordered.

Rate

DSL Rate		
Product Component	Description	Rate
DSL for Telecommuter	<ul style="list-style-type: none"> Phone line and DSL features 	\$90.00 per month
One-time Charges		
Qwest line and jack installation, and DSL activation.	<ul style="list-style-type: none"> Qwest one-time charge. May vary depending on location and vendor promotions. 	Approximately \$240.00
On-site DTS configuration and installation of DSL modem, system check and customer instruction.	<ul style="list-style-type: none"> One-time charge. 	\$100.00
Optional Component Charges		
Telephone with speaker capability.	<ul style="list-style-type: none"> One-time charge. 	\$50.00
Wireless access to the DSL modem.	<ul style="list-style-type: none"> One-time charge. 	\$20.00
Four-port hub	<ul style="list-style-type: none"> One-time charge. DTS technician can install during initial on-site installation at no additional cost. 	\$67.76

Ordering the Product

To order this product, please submit a completed Order Form for DSL Remote Access for Telecommuters. Find the order form on the Telecommuter Products section of the DTS Products and Services web site.

For assistance, contact your agency's DTS Customer Relationship Manager (CRM).

Product Agreement

DTS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form.

Product and/or Service Rates listed are in accordance with the approved DTS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between DTS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.